



1700 North Brown Road, Suite 106 • Lawrenceville, GA 30043  
Toll free: 800-789-8765 Fax: (678) 825-1261

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**TO:** Plan Participant, Church Treasurer, or Benefits Administrator  
**FROM:** PCA RBI Office  
**SUBJECT:** PCA Group Insurance – Monthly Invoice Review Details  
**DATE:** April 2018

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Take a moment today to review the announcements and notes in this memo. We thank you for giving a copy of this memo to the person (or persons) in your office who will most likely benefit from this information.

### **Monthly Invoice Payments**

Review the enclosed invoice and check participant names and their coverage as well as the **Total Amount Due**. Confirm your monthly 2018 payments are updated to match the new total premiums due for your staff.

Other items to note as you review your invoice:

- 1) The monthly invoice reflects premiums due **for the current month's coverage**.
- 2) The **Invoice Due Date** will vary slightly from month to month but your payment should be mailed *(or processed on-line via Xpress-pay)* on or before that date.
- 3) The last page of the invoice requests payments be sent *with the voucher* (the Remittance page of your invoice) to the Charlotte Post Office Box address as it appears on the invoice. The voucher has all the details that are used by the lockbox service to credit your payment to your church or organization.
- 4) Your payment is credited for the month in which it is received.

### **MetLife Basic Life Requirement**

As you review your invoice for payment, it is good to and confirm all full-time employees are enrolled. Our group insurance products, as offered by MetLife, allow us to provide our PCA group coverage to all full-time employees at your church or organization. Please also note that MetLife requires ALL full-time employees to be enrolled in our Basic Life Plan when any other employee at your organization is enrolled in one of our life plans: Basic, Standard, Enhanced or VADD. Those who work 30 or more hours per week are considered full-time (by MetLife) and thus eligible for PCA group benefits. Help us honor this enrollment requirement for the staff at your church or organization. Call or email our office today for assistance with adding anyone not currently enrolled.

#### **Online Insurance Payments – Xpress-pay:**

If you are ready to make on-line payments for your monthly Group Insurance invoice, call or email our office for details.

#### **Receive Monthly Invoice via Email Attachment:**

If you would prefer to receive your monthly Group Insurance invoice by email attachment (rather than US Mail), send an email request to [insurance@pcanet.org](mailto:insurance@pcanet.org) with the Organization Name and Number, Contact Name, and Email address. The invoice is sent in .PDF format which may be printed and processed as usual.

Call our office today with questions you may have about monthly invoices, electronic payments, or Group life insurance. You may also send questions by email to [insurance@pcanet.org](mailto:insurance@pcanet.org).

**KEEP FOR FUTURE REFERENCE**

Mailing Addresses with Optional FAX and Email Information		
<u>Insurance Payments ONLY</u>	<i>Insurance Correspondence</i>	<u>Retirement Plan Contributions</u>
<p>Make check payable to:  <b>PCA Group Insurance</b>  <u>On-line payments are now accepted.</u>                      Please call RBI for details.</p>	<p>Notes, employment, and/or coverage changes, completed forms, salary updates, etc. should be sent directly to our office:</p>	<p>Make check payable to:  <b>PCA Retirement Plan</b>                      On-line retirement plan contributions are now accepted.                      Please call our office for details.</p>
<p>Mail payment and voucher to:  <b>PCA Group Insurance</b>  <b>PO Box 896529</b>  <b>Charlotte, NC 28289-6529</b>                      This lockbox is <u>ONLY</u> for insurance payments.                      No correspondence please.</p>	<p><u>FAX:</u> <b>678-825-1261</b>  <u>Email:</u> <b>insurance@pcanet.org</b>  <u>US Mail:</u>  <b>PCA Retirement &amp; Benefits, Inc.</b>  <b>1700 N Brown Rd Ste 106</b>  <b>Lawrenceville, GA 30043</b></p>	<p>Mail payment with matching remittance form to:  <b>PCA Service Center</b>  <b>5446 California Ave SW, Suite 200</b>  <b>Seattle, WA 98136</b></p>
How to let RBI know of Staff Employment and Benefit Changes:		
<p>1. Make a copy of the current invoice page where the employee's name and coverage are listed.                      2. Add a note under the employee's name with the <i>effective date of the change (MM/DD/YY)</i> and include a short informational <i>description</i> or <i>explanation</i> for this change and the termination of benefits. Some examples are: Part-time as of this date, Retired, Resigned Call, Terminated, End of Call, etc.                      3. Mail, FAX, or email this page to our office for processing. Our mailing address, FAX number, and email address are listed above. <i>Please do not include employment changes with your monthly payment.</i></p> <p><i>PCA monthly coverage is terminated as of the last day of the last month the employee worked.</i></p> <p>RBI will process the employment change as well as premium credits for the month the employee was on your invoice beyond the last date worked. Any credits will be reflected on your next monthly invoice.</p>		
www.pcarbi.org	800-789-8765	FAX: 678-825-1261
<u>Insurance Plan</u> questions including Enrollments, Forms, Changes, SmartBen, and Eligibility:		
Bonnie Nowak x1284		Sandie Robertson x1184
To schedule an appointment with a Financial Planning Advisor to discuss an appropriate benefit structure and insurance benefits:		
Peggy Henry x1198		Katelyn Rogers x1192
Insurance Invoice or Payment Questions:		
Bonnie Nowak x1284		Sandie Robertson x1184      Sybil Pullen x1292
<u>Retirement Plan</u> questions including Enrollment, Forms, Eligibility, Contributions, and Withdrawals:		
Myra Davis x1282		Jan Magnuson x1190
To schedule an appointment with a Financial Planning Advisor to discuss proper planning for retirement and specific questions about RBI investments:		
Peggy Henry x1198		Katelyn Rogers x1192
Schedule a time to discuss <u>Call Package Guideline</u> details with a Financial Planning Advisor for content and structure of a TE's compensation package:		
Peggy Henry x1198		Katelyn Rogers x1192
Ministerial Relief Offering, Applications and on-line Donations:		
Vickie Poole x1280		Bob Clarke x1270
PCA Ministerial Relief, 1700 N Brown Rd Ste 106, Lawrenceville, GA 30043		
Employee Access to SmartBen		
<p>All employees <i>currently enrolled</i> in PCA insurance plans may log into SmartBen by entering their <b>User Name</b> (nine-digit Social Security Number with no dashes used, e.g., 111-11-1111 would be entered as 111111111) and <b>Password</b> (six-digit date of birth in the format of MMDDYY with no dashes or slashes included within the password; so, January 7, 1980 would be entered 010780).</p> <p>After the initial login, each employee will be asked to change their password to a new password. You may reach SmartBen by (1) visiting the RBI website (www.pcarbi.org) and selecting "login" or (2) going directly to SmartBen (www.smartben.com) to login.</p>		